Problem

- Inefficacy in the bureaucratic Italian system when to retrieve documents
- Lack of integration between different services

Existing Alternatives

- SPID
- Various portals existing in Italy (e.g., ANPR, NoiPA, AE, ACI, etc.)
- App IO coming soon... (digital wallet)

Solution

- Citizen Personal Document Hub - DocHub
- Develop a dedicated web portal and mobile app that serves as a personal document hub for citizens login with SPID/Digital Identity

Key Metrics

- Volume of transactions and documents processed and retrieved
- Number of active users and PAs on the platform
- Website's ROI (Return of Investment)

Unique Value Proposition

- Allow easier access for ordinary people to documents to easily see /download them from a unique place
- Reduction of PAs' costs for maintenance of their applications

High-Level Concept

- Google Drive for personal digital documents (cloud)

Unfair Advantage

- Collaboration with local entities and PAs to ensure compliance and endorsement as AgID Project

Channels

- Web portal accessible from PC and mobile (webapp)
- PRs / Partnerships with AgID and some CAFs

Customer Segments

- Common citizens and used to use digital services and want to retrieve specific documents (for specific situations)
- Public administrations, CAFs - Needing efficient, scalable solutions reducing costs

Early Adopters

- Ordinary people middle aged, with some confidence with digital world usage who want to have an easier access to these documents
- Run pilot programs with PAs/Accountants, public entities, public users who work with documentsto gather initial feedback and build case studies

Cost Structure

- Website development
- Security implementation
- Integration with existing systems (like SPID)
- Customer service for both users and PAs
- Employees
- Costs associated with customer acquisition and retention
- Ongoing compliance with legal standards
- Training program costs for PAs

Revenue Structure

- Tiers subscriptions: Charge public administrations a subscription fee for using the platform to manage and distribute documents
- Tiers based on how many transactions and how many users